



Alabama Department of Human Resources
Electronic Benefits and Funds Transfer (EBT/EFT) Services RFP 2022-500-04

Q1.

5.0 Scope of Project	29		Please confirm that the language line referenced in the second paragraph is provided by the State and the vendor must hot transfer calls from the SIVR/IVR.
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R1. The Vendor is required to have CSRs have the ability to access a language line. The EBT Customer Service Representative (CSR) will not transfer the call to the language line. The language line should act as an Interpreter Service between the Customer Service Representative and the caller.

Q2.

5.3.1 Project Work Plan	34		RFP section 1.3 states the contract term begins Oct 1, 2023, and 5.18.2 specifies that the EBT database conversion traditionally occurs the next to last month of the existing contract, (Aug 2023). RFP section 5.3.1 states the vendor shall provide a draft work plan that can be fully executed in six months. If the final contract is signed Oct 2022, why is there a six-month restriction on the implementation/conversion timeline? When does the State expect work to begin?
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R2. If conversion is required, the State will run two contracts concurrently: one contract with the existing Vendor and one contract with the incoming Vendor. The Conversion Contract with the incoming Vendor would tentatively start December 1, 2022. The incoming Vendor would have from December 2022 – August 2023 to complete the conversion process.

Q3.

5.3.5 Operations Phase	40		When does the State expect to convert to the new Eligibility System? Does the State anticipate being able to review the impact of the new system with the EBT contractor prior to EBT conversion or at later date?
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R3. Currently, the State is in the RFP process on the new Eligibility system. The State will be able to review the impact of the new system at a later date.

Q4.

5.7.1 Creation of EBT/EFT Accounts	48		How many alternative payment preference notices are mailed to the client on average each month?
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R4. On average, 400.

Q5.

5.8.2 Card and Pin Issuance	55		Is the State open to removing the card activation sticker requirement and having the information on the cardmailer?
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R5. It is not the State's preference to remove the card activation sticker. However, we would be open to discussing the pros and cons of having the sticker.

Q6.

5.8.2.2 Timeframe requirements	55		Would the State confirm that this RFP section applies to EBT cards only?
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R6. Yes, this section applies to EBT cards only.

Q7.

5.8.3 Replacement Card Issuance	56		How many notifications are mailed to households for excessive card replacement on average each month?
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R7. Using data from the months of March 2022 – May 2022, there are on average 3,690 notifications mailed to households monthly.

Q8.

5.8.4.1 Conversion Process	56		What is the average monthly volume of the new EBT cards that require training materials to be mailed?
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R8. Using data from the months of March 2022 – May 2022, the average monthly volume of new EBT cards that require training materials to be mailed is 5,090.

Q9.

5.8.4.1 Conversion Process	56		Do new EBT cardholders receive a brochure of training information or is the training information condensed to a card mailer with URL references for more information?
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R9. New EBT cardholders receive both the card brochure and card mailer.

Q10.

5.8.3 Replacement Card issuance	56		Please confirm the requirement to send initial and second notices for replacement card thresholds is specific to EBT programs only.
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R10. The State confirms the requirement to send initial and second notices for replacement card thresholds; this requirement is specific to SNAP EBT only.

Q11.

5.8.3.2 Pin Transferred from Old card to new card	56		"The system must not generate a new PIN unless specifically requested by a client." Please confirm this requirement is for EBT cards only and not for the debit card programs.
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R11. The State confirms that this is for EBT cards only and not for the debit card programs.

Q12.

5.8.4.1 Conversion Process	56		This section does not reference the ADOL Vantage card. Does conversion require all existing Vantage cards be replaced?
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R12. If the State chooses to continue with the current Vendor, then all existing Vantage cards will not be replaced. If the State chooses to select a new Vendor, then all the existing cards will have to be replaced.

Q13.

5.11 Customer Service	62		On a monthly average how many clients select "Other Languages" option?
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R13. Currently, there is no "Other Languages" option.

Q14.

5.11.1.2.5 Account History	64		Will the State please provide the volume of statements currently being mailed on average each month?
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R14. There are on average 25 statements mailed monthly.

Q15.

5.12.8 Adjustment Processing	71		"The adjustment notices will include Fair Hearing, Denial Letter, and any other notice pertaining to adjustments." What are the other notices currently being sent to the clients for adjustments?
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R15. Currently, Fair Hearing and Denial notices are the only notices being mailed to clients pertaining to adjustments.

Q16.

Transaction Fees	72		Can the state please confirm the average number of transactions for cash only withdrawals per cardholder per month?
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R16. 10,800

Q17.

5.13 Direct Deposit of Cash Benefits	73		Can the state please provide transaction volume of direct deposits for each program?
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**R17. CSED – Not implemented at this time.
 Medicaid - Vendor deposits to bank accounts
 Total number of transactions between 10/1/19 – 5/31/22: 274,120**

Q18.

5.13.2 Correction of Direct Deposit Rejects	73		How many corrections of direct deposit reject notices are mailed to the client on average each month?
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**R18. CSED – Not implemented at this time.
 Medicaid - Between 9/14/19 and 5/31/22, 4491 Vendor benefit records were rejected. These rejects are associated with vendor payments to be deposited to the vendor's bank account.**

Q19.

5.15 Adequate Cash Access	75		Is the current contractor able to meet the 15-mile requirement today with existing stores/ATM locations or have they installed POS devices to support the requirement? If they have installed POS devices, how many are currently installed?
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R19. There are no POS devices installed to meet this requirement.

Q20.

5.19.3 Disasters within the State	89		The requirement is to have 49,994 EBT accounts available for DSNAP. How many DSNAP cards are used on average annually?
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R20. The State has not operated a DSNAP operation since February 2021. However,



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17,607 DSNAP cards were issued during the State's DSNAP operation in October 2020 and 25,776 cards were issued during the State's DSNAP operation in February 2021.

Q21.

5.19.3 Disasters within the State	89		How many shipments are estimated on an average annual basis to be dropped shipped to location areas?
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R21. This depends on the particular circumstances of the DSNAP such as how the DSNAP was operated, either face to face or virtual.

Q22.

5.19.3 Disasters within the State	89		Can the State confirm it is still using pin mailers? If so, how many on average per year?
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R22. The State is no longer using PIN mailers.

Q23.

6.1 Response Requirements	90		Where is the current Customer Service Call Center located?
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R23. San Antonio, TX.

Q24.

6.4 and Schedule VI - 3	92		Are the unit costs multiplied by a set number of cases to calculate an annual fee? (For example, in the table on the third row it states The Alabama Medicaid Agency wishes.) is this CPCM increase/decrease multiplied by the total number of active cases to calculate an annual fee for comparison to other bids?
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R24. The State is inquiring exactly how much of an increase/decrease? For example, is the increase/decrease \$0.05, \$0.25, etc.

Q25.

6.8 Interest Cost for delayed funding of EBT Settlement	93		How many State holidays days are there when the Federal Reserve is open?
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R25. Currently, there are three holiday days where State offices are closed and the Federal Reserve open: the last Friday in April, the first Monday in June, and the Friday after Thanksgiving Day.

Q26.

6.10 EBT Cash Only Withdrawals	94		What is the monthly average transaction volume for cash-only withdrawals from a POS device?
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R26. \$1.3M .

Q27.

Schedule VI-2	96		Could the State please explain how the cost per case month pricing chart will be scored?
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R27. The CPCM Pricing Chart will be 30% of the total score.

Q28.

Schedule VI-3	98		Will the optional services pricing in Schedule VI-3 be included in the scoring evaluation of the cost proposal? If so, how will this schedule be weighted among the required services within the cost proposal?
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R28. Yes, the optional services pricing in schedule VI-3 will be included in the scoring evaluation of the cost proposal. If the Vendor does not provide particular optional pricing, points will be deducted.

Q29.

VI-3 Schedule	98		Please provide the number of wireless POS devices that historically have been used during a declared disaster. If this is a new requirement, how many would the State like to have available?
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R29. This number depends on the scope of the disaster. The State is asking for the unit cost.

Q30.

Schedule VI-3 Pricing Table for optional services	98		Does the State require that all line items in the schedule have a solution or are these items suggestions that a vendor responds to if they are able to offer, such as a call center located in Alabama? If we do not wish to offer a
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			particular line item, is it permissible to respond N/A?
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R30. They are optional and not required.

Q31.

Schedule VI-3 Pricing Table for optional services	98		For the items in the schedule related to PEBT, can the State please explain what services or processes are different for PEBT than for regular EBT? For example, does the account set up for PEBT differ at all from SNAP EBT? Why would the State want this service priced separately?
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R31. The P-EBT program and regular EBT are considered separate programs and are currently priced separately. There is a difference in methods of the P-EBT and EBT invoices. If Vendor would like to include P-EBT in regular CPCM, the State will accept this option. If P-EBT is required, the State would not expect a change order requesting additional costs.

Q32.

Evaluation Criteria	104		Bullet #2 states "Offers innovative /effective methods for meeting the management of service / functional requirements" Is this statement referring to the overall response to Section 5: Technical Proposal or is it referring to the offeror's response in Schedule VI-3 for optional services?
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R32. The statement is referring to the overall Technical Proposal in Section 5.

Q33.

Evaluation Criteria	105		Please explain what portion of the 300 total points will be allocated to each of the following schedules. VI-1, VI-2, VI-3, VI-4, VI-5 and VI6
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R33. Points are not divided by schedule.

Q34.

Appendix F EBT/EFT Statistical data	133		Please explain the EBT card replacement rate of 74.76%. Is this an annual or monthly average number? 74.76% of the EBT cards are replaced over what period?
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R34. The EBT card replacement rate is the percentage of EBT replacement cards mailed of the total number of all EBT cards mailed. This statistic is based upon May 2021 data.

Q35.

Appendix F EBT/EFT Statistical data	133		Retailers with EBT only Equipment - Can the State confirm this is the number of retailers with equipment as of May 2021 and that no further reduction is going to be made as a result of the fed regulation 7 CFR 274.3(b) already in place?
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R35. This number is subject to change. However, the State can confirm the number of retailers as of May 2021.

Q36.

Appendix F EBT/EFT Statistical data	133		Can the State confirm the numbers in the chart represent data for May 2021 specifically and are not an average of typical data volume? For example, the SIVR call volume of 2,067,010 is the volume specifically for May 2021? If this is only one month data can the State provide average data on an annual basis?
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R36. The statistics represent data for the month of May 2021 and is representative of the State's EBT/EFT monthly activities. The State also confirms that the SIVR call volume of 2,067,010 is the volume specifically for May 2021,

Q37.

Appendix F EBT/EFT Statistical data	134		Cash Withdrawal from POS - does this figure represent cash back with purchase transactions only?
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R37. CSED – 122,000 (including purchases). The dollar amount is \$4.8M (including purchases)

Q38.

Schedule of Events	11		Will the State confirm, based on the time set aside for negotiation in the Schedule of Events, that it intends to discuss final terms with the selected vendor following award?
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R38. The information in the Standard Contract is final. If there is anything else outside of the Standard Contract’s Terms and Conditions, the State is open to discussion.

Q39.

2.10 Trade Secrets	18		Please confirm that confidential information, if any, can be submitted in the same binder as the rest of the technical proposal but separated by a tab. If a separate binder is required, how many copies should be submitted?
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R39. Yes.

Q40.

2.16.4 Negotiations	20		We understand from this section that the State may select a vendor other than the vendor offering the lowest price. What is the most important factor to the State in making this award?
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R40. The Vendor’s ability to provide the State with all services as indicated in Section 5 (Scope of Project).

Q41.

5.0 Scope of Project	29		<p>The last two sentences of this requirement section state, “At minimum, the contractor is also required to provide three options to all clients and retailers when using EBT/EFT services provided by the contractor: English, Spanish or Other. “Other” will connect clients and retailers to a language line which will provide interpreter services.”</p> <p>Would the State confirm that the three options referenced in this requirement are IVR menu options on the client and retailer customer service IVRs?</p>
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R41. The State does confirm that the three options referenced in this requirement are IVR menu options on the client and retailer customer service IVR.

Q42.

5.0 Scope of Project	29		Would the State further clarify whether the “Other” option on the IVR <u>plays a recorded message</u> informing the caller about the State’s Free Language Assistance telephone line, or does the selection of this option <u>transfer the caller</u> to the State’s Language Assistance telephone line?
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R42. The selection does not transfer the caller to the Language Line. The Vendor is required to have Customer Service Representatives have the ability to access a



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language line. The language line should act as an Interpreter Service between the Customer Service Representative and the caller.

Q43.

5.8.1.3 Card Number/ BIN Number	55		<p>This section requires that the current Bank Identification Number (BIN)/Issuer Identification Number (IIN) used for the AL Vantage prepaid debit cards continue to be used by the new Contractor. Because the BIN/IIN belongs to the issuing bank, and not the EBT/EFT Contractor, it is not possible to transfer the existing prepaid BIN to a new Contractor. The existing cards with the current BIN will need to remain active for any recipient with a remaining balance at the time of the contract conversion, thus allowing them to draw down the remaining balance. All deposits after the contract conversion will go to new cards with the new BIN. Only the incumbent Contractor could agree to this requirement as written. Would the State agree to remove the requirement for the current BIN to be converted to the new Contractor given it is not possible to do?</p>
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R43. No.

Q44.

5.8.3.2 PIN Transferred from Old Card to New Card	56		<p>Requirement 5.8.3.2 requires the common PIN blocking functionality be leveraged when the existing PIN is transferred to the new card if the old PIN number does not conform to the new PIN selection requirements.</p> <p>EBT system PIN security requirements do not allow any EBT contractor to know a client's PIN. At no point is the actual PIN transmitted in the clear, and the clear-text PIN is never stored on the EBT database. Therefore, no contractor can meet the requirement of requiring a client to change their old PIN if it does not conform to the common PIN blocking requirement. The contractor can only enforce the common PIN blocking when a client selects a new PIN. Will the State therefore remove the last sentence of this requirement?</p>
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R44. The previous, existing PIN will be transferred to the replacement card. However, the system must not change the PIN unless requested by the cardholder.



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Q45.

5.10.2 Current State Process	60		The RFP states that the State is in the process of building a new eligibility system for SNAP and TANF. Given no requirements are provided for the interface to the new eligibility system, please confirm that any necessary EBT system changes resulting from the State's conversion to the new eligibility system will be handled through the change request process.
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R45. Yes, the State confirms that any necessary EBT system changes resulting from the State's conversion to the new eligibility system will be handled through the change request process.

Q46.

5.10.2 Current State Process	60		If the State does not agree that changes to the EBT system necessitated by the State's conversion to a new eligibility system will be handled through the change request process, would the State provide a list of anticipated changes that the contractor would need to apply to the EBT system so that the contractor may adequately account for such changes in our price proposal?
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R46. Not applicable

Q47.

5.11.1.2.14 CSED Client Payment Preference Changes	65		Does Alabama Child Support currently host a state website where a redirect may be established to route custodial parents to a website for maintenance of direct deposit account information?
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R47. Not implemented at this time.

Q48.

5.11.3 Civil Rights Requirements	66		Would the State confirm this requirement is for the contractor to put a recorded message in the IVR and a link on the Client Portal that will each inform cardholders about the availability of the State's free language line assistance?
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R48. The State is required to ensure individuals with limited English proficiency (LEP) are notified about the availability of free language assistance on the EBT Customer Service hotline IVR and the Client Portal.

Q49.



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5.11.3.1 EBT Customer Service IVR Additional Language Options	66		Would the State confirm the requirement for option 3 on the IVR is to play a recorded message that provides the caller with the State's Free Language Assistance telephone number and Program and State PINs?
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R49. Option 3 on the IVR should connect Customer Service Representatives (CSRs) and callers with an Interpreter Service so that the CSR may assist the caller.

Q50.

5.13.2 Correction of Direct Deposit Rejects	73		Is the state aware of the CFPB regulation regarding providing payment options? Is Alabama confident that redirecting a direct deposit reject to a prepaid card without the custodial parent's consent does not violate this requirement?
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R50. Not implemented at this time.

Q51.

6.11 Schedule VI-2	96		Could the State please explain how the Cost Per Case Month pricing chart will be scored?
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R51. The Cost Per Case Monthly will be 30% of total score.

Q52.

6.11 Schedule VI-2	96		Will all tiers within Schedule VI-2 be scored the same, and if not, can the State please indicate which tiers will be scored (or weighted) differently?
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R52. There is no per schedule breakdown in the scoring.

Q53.

6.11 Schedule VI-2	96		Please confirm if the cost for exempt EBT-only POS devices are to be included in the CPCM?
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R53. Yes, the State confirms that the cost for exempt EBT-only POS devices are to be included in the CPCM.

Q54.

6.11 Schedule VI-3	98		Will the Optional Services pricing in Schedule VI-3 be included in the scoring evaluation of the Cost Proposal? If so, how will this Schedule be weighted amongst the required
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		services within the Cost Proposal?
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R54. There is no per schedule breakdown in the scoring.

Q55.

6.11 Schedule VI-3	98		For the lease cost and purchase price for wireless POS devices/terminal to Farmer's Markets, please confirm if the data wireless service is to be included and for what period of time (i.e., seasonal, 12 months, etc.).
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R55. The data wireless service is to be included and depends on each Farmer's Market.

Q56.

6.11 Schedule VI-3	98		Please confirm if the data wireless service is to be included in the monthly lease cost for wireless POS devices/terminals to EBT-only retailers during a federally declared disaster.
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R56. Yes. The State confirms that the data wireless service is to be included in the monthly lease cost for wireless POS devices/terminals to EBT-only retailers during a federally declared disaster.

Q57.

6.11 Schedule VI-3	99		Please confirm that the pricing requests for Pandemic EBT services is per Pandemic event as declared by USDA FNS.
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R57. Yes, the State confirms that the pricing requests for Pandemic EBT services is per Pandemic event as declared by USDA FNS.

Q58.

6.11 Schedule VI-3	99		Is it correct for the bidder to assume the State will reissue cards, not use existing active cards, for each pandemic event?
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R58. Yes, the State will reissue cards.

Q59.

6.11 Schedule VI-3	99		How many Pandemic EBT cards were issued in 2020 and 2021?
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R59. 354,927 Pandemic EBT cards were issued in 2020



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601,255 Pandemic EBT cards were issued in 2021

Q60.

6.11 Schedule VI-3	99		Of the total pandemic cards issued in 2020 and 2021, how many were issued to new, non-existing households and how many were issued to existing SNAP households?
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R60. Cards issued in 2020: New, non-existing HHs = 233,218 / SNAP HHs = 121,709
Cards issued in 2021: New, non-existing HHs = 223,074 / SNAP HHs = 378,181

Q61.

6.11 Schedule VI-3	99		What percentage of Pandemic EBT cards were issued OTC, vault cards, by the State versus mailed by the EBT vendor?
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R61. All Pandemic EBT cards were issued via USPS mail.

Q62.

6.11 Schedule VI-3	99		Are the Pandemic cards to be of a special card stock or can they be white generic plastics?
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R62. The Pandemic EBT cards can be generic with P-EBT imprint similar to what the State uses today with the word "ALABAMA" across the top.

Q63.

6.11 Schedule VI-3	99		Is the "Cost For Replacement Pandemic EBT Card" the price for the card plastic and personalization only or is the State seeking a price that includes the card in addition to the card issuance service? If issuance of the card is to be included in the price/card, please confirm if the card is issued by the State, OTC - vault card, or mailed by the vendor. If mailed by the vendor to the cardholder directly, what mail delivery service is required, i.e.: 2-day, overnight, etc.?
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R63. The State is seeking a price for the card plastic and personalization only. P-EBT cards are issued via regular mail with USPS.

Q64.

6.11 Schedule VI-3	99		Is the "Cost For Monthly Pandemic EBT Benefit Issuance" Price/Month based on a single active case receiving benefits for the month? Is the issuance OTC or mailed?
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R64. All EBT cards are mailed.

Q65.

6.11 Schedule VI-3	99		Is the "Price For Pandemic EBT Initial Account Set-up to include Cost of Initial Card", to be based on an existing case, a new case, or both? If both, should the respondent modify the price table accordingly?
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R65. This is only for initial account setup.

Q66.

6.11 Schedule VI-3	99		As it pertains to all price categories referencing cost for Pandemic card issuance, are training materials required to accompany Pandemic EBT vault cards and mailing of cards to individual clients? If so, please share a description of the required materials and the languages required.
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R66. Yes, training materials (buckslip and cardholder) are required for P-EBT cards.

Q67.

6.11 Schedule VI-3	99		Please confirm all fulfillment items, like pin mailers, envelopes, stickers, etc. required for Pandemic card issuance.
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R67. Buckslips and cardholders.

Q68.

7.0 Evaluation Criteria	105		<p>Please explain what portion of the 300 total points will be allocated to each of the following schedules:</p> <ul style="list-style-type: none"> • Schedule VI-1, Pricing Table for Alabama EBT/EFT Start-Up Costs • Schedule VI-2, Pricing Table for Alabama EBT CPCM • Schedule VI-3, Pricing Table for Alabama EBT/EFT Optional Services • Schedule VI-4, Pricing Table for Alabama EBT/EFT Fee for Service • Schedule VI-5, Pricing Table for Alabama Electronic Payment/Branded Debit Card Services • Schedule VI-6, Pricing Table for Alabama EBT/EFT Professional Service Fees
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R68. There is no per schedule breakdown in the scoring.

Q69.

7.0 Evaluation Criteria	105		Of the points allocated to Schedule VI-2, how many will be allocated to each case type: SNAP Price, Cash Price and Combined Price?
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R69 There is no per schedule breakdown in the scoring.

Q70.

7.0 Evaluation Criteria	105		Of the points allocated to Schedule VI-3, how many will be allocated to each service described in the table?
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R70 There is no per schedule breakdown in the scoring.

Q71.

7.0 Evaluation Criteria	105		Of the points allocated to Schedule VI-4, how many will be allocated to service included in the table?
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R71 There is no per schedule breakdown in the scoring.

Q72.

7.0 Evaluation Criteria	105		Of the points allocated to Schedule VI-5, how many will be allocated to each transaction type?
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R72. There is no per schedule breakdown in the scoring.

Q73.

7.0 Evaluation Criteria	105		Of the points allocated to Schedule VI-6, how many will be allocated to each professional service category?
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R73. There is no per schedule breakdown in the scoring.

Q74.

7.0 Evaluation Criteria	105		What is the overall cost evaluation formula? Please provide an example.
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R74. There is no per schedule breakdown in the scoring.

Q75.

7.0 Evaluation Criteria	105		Will the lowest price vendor be awarded the total available 300 points? If so, how will points then be allocated to the other vendors?
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R75. There is no per schedule breakdown in the scoring.

Q76.

Appendix A Hold Harmless/ Indemnification	112		Would the State agree to negotiate an aggregate limitation on Contractor's liability?
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R76. The State's acceptable language is included in the State's contract Standard Terms & Conditions.

Q77.

Appendix A, Section B.4.d	115		This is not a cost reimbursement contract. Would the State please confirm that OMB Circular A-133 audits are not required on this program?
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R77. This does not indicate as applicable.

Q78.

Appendix F	133		What is the timeframe for these statistics?
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R78. May 2021.

Q79.

Appendix F	133		In addition, can the State provide EFT information for how many of the active cards received a reoccurring load?
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R79. CSED – 66,000 unique cases received a load in May 2022. Reoccurring is not tracked.

Q80.

Appendix F	133		<p>Many items are marked Not Applicable for the EFT card programs. These items are very helpful in putting together a competitive proposal. Can the State please provide:</p> <ul style="list-style-type: none"> • Number of loads per month • Dollar amount of loads per month • Number of ATM withdrawals per month • Dollar amount of ATM withdrawals per month • Number of teller withdrawals per month • Dollar amount of teller withdrawals per month • Number of POS PIN transactions per month • Dollar amount of POS PIN transactions per month • Number of POS signature
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			<ul style="list-style-type: none"> transactions per month Dollar amount of POS signature transactions per month Number of transfers to a personal bank account per month Dollar amount of transfers to a personal bank account per month Number of live agent phone calls per month Number of IVR calls per month
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• **R80.**

CSED – EFT

- Loads to cards per month- 144K.
- Dollar amount of loads per month- \$26M.
- Number of ATM withdrawals per month- 44K.
- Number of teller withdrawals per month- 2.5K.
- Dollar amount of teller withdrawals per month-\$1.5M.
- Number of POS PIN transactions per month- 685K.
- Number of POS signature transactions per month- 439K.
- Dollar amount of POS PIN transactions per month- \$18.1M.
- Number of POS signature transactions per month- 439K.
- Dollar amount of POS signature transactions per month- \$10.4M.
- Number of transfers to a personal bank account per month- 2,729.
- Dollar amount of transfers to a personal bank account per month- \$1.4M.
- Number of live agent phone calls per month- 21K.
- Number of IVR calls per month- 405K.

ADOL - EFT

- Number of loads per month - 7.6K
- Dollar amount of loads per month - \$6.2M
- Number of ATM withdrawals per month - 4.6K
- Dollar amount of ATM withdrawals per month - \$544K
- Number of teller withdrawals per month - 137
- Dollar amount of teller withdrawals per month - \$211K
- Number of POS PIN transactions per month - 32K
- Dollar amount of POS PIN transactions per month - \$1.2M
- Number of POS signature transactions per month - 20K
- Dollar amount of POS signature transactions per month - \$640K
- Number of transfers to a personal bank account per month - 127
- Dollar amount of transfers to a personal bank account per month - \$139K
- Number of live agent phone calls per month - 1.5K
- Number of IVR calls per month - 35K

Q81.

Schedule of Events	11		Would the state please consider another round of clarifying questions prior to the due date?
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R81. No



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Q82.

5.8.1.1	54		<p>The toll-free number for Customer Service the State is currently using is 1-800-997-8888 and shall be the Customer Service toll-free number utilized by the Contractor.</p> <p>During the EFT conversion period, and the time it takes for a cardholder to spend down their balance on the old card, there is a high likelihood that the individual will need to speak to the original vendor. Will the state please remove this requirement to prevent any cardholder confusion?</p>
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R82. No

Q83.

1.6.8 DUNS Number	14		<p>Please confirm that a wholly owned affiliated legal entity may use the D&B/DUNS number of its parent company to ensure an accurate assessment of the financial stability of the organization.</p>
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R83. Vendors must include their Dun & Bradstreet, or D-U-N-S, Number, a unique nine-digit identification number for each physical location of your business.

Q84.

1.6.6 Immigration Status Form / Appendix A: Standard Terms and Conditions, Section B. Terms and Conditions, Item 32 / Appendix E: Immigration Status Form	14/ 128/ 132		<p>Appendix E: Immigration Status Form is not included in Section 4 Proposal Requirements. RFP Section 1.6.6 states that Appendix E must be provided with proposals, while Appendix A states it is to be provided upon contract award. Please clarify if Appendix E is required with proposal responses?</p>
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R84. Vendor must submit Immigration Status form documentation with their proposals. The Contractor shall, upon award of the Contract, be required to complete the “State of Alabama Disclosure Statement”, a Beason-Hammon Certificate of Compliance, the “Immigration Status” form

Q85.

1.8.1 Required Copies and Deadline for Receipt of	15		<p>For ease of layout and review, can vendors label proposal sections in the order identified in Section 4 and cite the RFP sections in the header, like the</p>
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Proposals			following examples: <ul style="list-style-type: none"> • 1 – 4.2.1 Cover Sheet • 2 – 4.2.2 Table of Contents • 3 – 4.2.3 Taxpayer Identification Number Verification
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R85. Proposals must subscribe to the section/subsection headings and numbering format (i.e., 4.2.5.1 Vendor Qualifying Information) as specified in Section 4 Proposal Format and Instructions

Q86.

2.10 Trade Secrets	18	...	Please clarify how vendors should extract Trade Secret Information. Would the State like a statement (such as "Trade Secret Information Removed") included where Trade Secret information has been extracted, and also provide a separate electronic file with extracted information by section and page number?
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R86. ... or any information deemed a "trade secret" by the vendor and separate identified parts of proposal from public viewing providing the following conditions have been met: (1) confidential information is clearly marked and separated from the rest of the proposal; (2) the proposal does not contain confidential material in the cost or price section; and (3) an affidavit from a Vendor's legal counsel attesting to and explaining the validity of the trade secret claim is attached to each proposal containing trade secrets. If applicable, the Vendor's Legal Counsel must use the Department of Human Resources "Affidavit for Trade Secret Confidentiality" form when requesting the trade secret claim. The affidavit form (Appendix C) is included in this document.

Information separated out under this process will be available for review only by the procurement officer, the evaluation committee members, and limited other designees. Vendors must be prepared to pay all legal costs and fees associated with defending a claim for confidentiality in the event of a "right to know" (open records) request from another party..

Q87.

2.10 Trade Secrets	18		Can vendors submit the Trade Secret extracted information via an electronic (USB) copy? If not, how many hard copies are required?
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R87. No. Seven copies.

Q88.

4.2 Proposal Format	26		Please clarify if Level 2 tabs are required for items 4.2.6.1, 4.2.6.2, 4.2.6.3, 4.2.6.4. How many levels of tabs is the state looking for? If we provide tabs for each
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			bolded section/subsection, we will have 4 levels of tabs.
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R88. All proposals must include labeled tabs that correspond with the bolded sections and subsections to which the information pertains.

Q89.

4.2 Proposal Format	26		Please confirm that the paragraph text is to be single spaced, with the spacing between the paragraphs to be double-spaced.
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R89. must be single-spaced, incorporating 1-inch margins. Paragraphs must be double-spaced.

Q90.

4.2 Proposal Format	26		The RFP requires Bidders to respond using 12-point font, Times New Roman. May Bidders use a smaller and still readable font for each of the following: <ul style="list-style-type: none"> • Headers and footers • Requirement text • Exhibits/figures/graphics • Tables • Pre-existing documents including attachments and plans • Section headings
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R90.typed using Times New Roman (font), size 12.

Q91.

4.2 Proposal Format	26		The RFP restricts page size to 8 ½ X 11-inch paper. For complex documents like Microsoft Project plans and architecture diagrams, may Bidders use larger paper folded down to 8 ½ X 11-inch size?
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R91. Proposals must be printed/copied onto one side of standard (8 ½ x 11)...

Q92.

4.2 Proposal Format	26-27		Please confirm that vendors can submit responses in 3-ring binders. If not, please indicate how the State would like for proposals to be bound.
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R92. Responses can be submitted in 3-ring binders. Do not use adhesive tabs, tabs with the paper inserts, sheet protectors, rings, or prong fasteners.

Q93.

4.2.2 Table of Contents	27		Can vendors number the pages by major sections (i.e., 1-1, 2-1, 3-1, etc.)?
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R93. Numbering of the proposal pages should be with page 1 of the Table of Contents. Page numbers should be placed in the right corner of the bottom margin.

Q94.

4.2.2 Table of Contents	27		We will be submitting some pre-existing documents (e.g., financial reports and plans) that have existing page numbering and some pages may not be numbered. Because these are long and complex documents, may vendors leave them unaltered?
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R94. Numbering of the proposal pages should be with page 1 of the Table of Contents. Page numbers should be placed in the right corner of the bottom margin.

Q95.

5.2.2 Contractor's Qualifications and Experience	31		Can vendors provide financial documents in electronic format only?
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R95. Therefore, the vendor's proposal must highlight its corporate capabilities, organizational structure, financial stability, and previous experience related to the requirements of this RFP. Vendors must submit one (1) original proposal, ten (10) copies and one (1) electronic (PDF preferred) copy on CD, DVD, or thumb drive...

Q96.

5.7.1 Creation of EBT/EFT Accounts	48		Please confirm that the appendix referenced should be Appendix G: EBT/EFT File Formats.
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R96. The State confirms that Appendix G: EBT/EFT File Formats

Q97.

5.8.3 Replacement Card Issuance	56		Please confirm that the appendix referenced should be Appendix F: EBT/EFT Statistical Data.
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R97. The State confirms that Appendix F: EBT/EFT Statistical Data

Q98.

5.9.3.1 Administrative Terminal	58		What should the correct appendix reference be here since Appendix E is the Immigration Status Form?
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R98. The State confirms that Appendix E: Immigration Status Form.



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Q99.

5.17 EBT/EFT Reporting	78		Please confirm that the appendix referenced should be Appendix I: CSED Report Layouts.
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R99. The State confirms that Appendix I: CSED Report Layouts.

Q100.

5.17.11 CSED Reports	85		Please confirm that the appendix referenced should be Appendix I: CSED Report Layouts.
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R100. The State confirms that Appendix I: CSED Report Layouts.

Q101.

Appendix A Section 12	118		As to of the Appendix A: Standard Terms and Conditions, would the State please further describe the circumstances under which an "overpayment" could be erroneously transferred to the Contractor? Would the State be willing to qualify this requirement so that the Contractor's obligation to return funds transmitted by the State in error is subject to the use of "commercially reasonable efforts" and applicable banking rules?
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R101. Return of Overpayments.....

Q102.

Appendix A Section 26 (a)	122-123		In Section 26(a) of the Appendix A: Standard Terms and Conditions, would the State add the following language: "The period of a temporary suspension will not exceed thirty (30) days without mutual agreement of the parties. In the absence of such agreement, the contract may, at the State's discretion, be terminated for convenience of the State."
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R102. 26 (a) Temporary Suspension of Work...

Q103.

Appendix A Section 26 (j)	124		In Section 26(j) of the Appendix A: Standard Terms and Conditions, would the State add the following language: "Neither party will be liable to the other for any incidental, consequential, special, exemplary or indirect damages,
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		or lost profits.”
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R103. 26 (j) Limitation of Liability.....

Q104.

Appendix A Section 26 (o)	124		<p>In Section 26(o) of Appendix A: Standard Terms and Conditions, would the State add the following language:</p> <p>The Contractor or State shall be excused from performance under the Contract for any period that Contractor or State is prevented from performing any services in whole or in part as a result of an act of God, war, civil disturbance, epidemic or court order, or other causes beyond the party's reasonable control, provided that Contractor or State has prudently and promptly acted to take any and all corrective steps that are within Contractor's or State's control to ensure that Contractor or State can promptly perform. Such non-performance shall not be deemed breach of the Contract.</p>
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R104. 26 (o) Excused Performance.....

Q105.

5.6.1 .Performance Standards; Equipment Installation for Eligible EBT- only Retailers	46		<p>It is assumed that the statement “Retailer initiated delays not included” implies that this measurement shall not be enforced if retailers delay in returning the retailer agreement. Please confirm. Measurement for POS equipment installation should not occur until receipt of the retailer agreement rather than from receipt of the FNS retailer authorization.</p>
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R105. 95% of POS terminals shall be installed and operational within 14 days after receipt of the FNS Retailer authorization notice measured over a 3-month period.

Q106.

Multiple	47, 48, 50, 54 and 89		<p>Currently cards are flat printed rather than embossed. Please confirm that it is acceptable to print rather than emboss the card information.</p>
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R106. There are several references to embossing a card, embossing the PAN, and embossing the names on the card.



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